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Light Vehicle Technician

Location Toyota Altrincham, Greater Manchester

Role Type Full time

Annual salary – £17,000 - £20,000 plus performance related bonus
& Competitive benefits

Company Description

The RRG Group - established in 1967 comprises 26 locations across the North West. Our franchises include Toyota, Lexus and 2 Accident Repair Centres. With over 40 years experience in the motor industry, the Group specialises in new and used car sales, after sales, parts and accessories as well as operating two highly successful accident repair centres in Swinton and Bolton. At the RRG Group our aim is to exceed the expectation of all our customers, business associates and colleagues.

Our aim is to be the most professional, forward thinking and dependable organisation, collectively and individually, wherever, and in whichever field we operate.

The role

Highlights of this role include:

- Meeting and building rapport with both new and returning customers to ensure they feel loyalty to yourself, your centre and your brand
- Working with your team members to ensure the customers entering your centre have streamlined, positive experiences (includes working with the Sales departments)
- Varied work covering a wide variety of tasks from routine vehicle maintenance and servicing to complete component overhaul.
- Full training support will be given together with career support and development

Does this sound like you?

Do you want to be part of a successful team? Have you got an eye for detail and strive to deliver great customer service?

If you are looking for a career change and have a proven track record as a technician this may be the move you have been waiting for. We are looking for highly motivated technicians with the drive to succeed to join our team within a well established and respected company.

If so, then read on for more detailed role information!

How to apply Send your CV and Covering Letter to jobs@rrg-group.com quoting the job you're applying for.

Application close date 31 October 2015

Further details

Carries out vehicle services and repairs

- Works as part of the workshop team to carry out scheduled vehicle service and repair work, in accordance with TGB technical standards
- Examines vehicles and diagnoses non-routine defects, either in the workshop or during a road test, using a knowledge of the vehicles and technologies concerned
- Examines vehicles and reports defects against Department of Environment (MOT) and Vehicle Safety Report (VSR) standards
- Carries out each job within the budgeted time as set out on job card – to maintain own labour productivity and works in accordance with workshop Health & Safety requirements
- Works with colleagues to maintain workshop standards of cleanliness and tidiness
- Takes personal responsibility for the daily maintenance of workshop equipment, and reports equipment defects or problems that need attention

Works in accordance with key Toyota or centre processes

- Follows key processes to achieve specified quality and efficiency targets
- Works with the centre to develop improved, more efficient processes

Liaises directly with customers where appropriate

- Talks to customers to summarise the details of the work required or carried out
- Offers customers a detailed technical explanation (where this is required) in a way that recognises their level of technical proficiency
- Listens carefully to customers and builds rapport and understanding during these discussions (where possible) to deliver customer satisfaction with the centre

Provides support to less experienced colleagues

- Coaches and supports apprentice technicians – for example by explaining a repair on a step-by-step basis as it is being carried out, or allowing an apprentice to carry out part of a job
- Provides assistance and guidance to colleagues who are less skilled or knowledgeable about a particular vehicle or technology

Attends regular training to update technical skills

- Attends specialised training as required (e.g. in new TGB vehicles, technology or new workshop equipment)

Works as a full member of the centre team

- Works with colleagues and other teams across the centre to provide a seamless service to customers (e.g. by informally observing and responding to the needs of customers who are not being attended to by other members of staff)
- Ensures opportunities for sales are followed up by the most appropriate specialist
- Reports on technical problems using appropriate procedures

Person Specification:

- Fully qualified NVQ Level 3 **Light Vehicle Technician**
- Team player with the ability to use own initiative and with an eye for detail
- Be dedicated to providing an excellent service
- Fully qualified with an NVQ level 3 qualification
- Experience of working previously for the Toyota franchise will be advantageous.
- An MOT tester will also be advantageous although not essential

Remuneration package includes:

- 24 days holiday per annum plus bank/public holidays
- Competitive basic salary of £17,000 to £20,000 plus bonus
- Company pension contributions after the qualifying period
- Plus other benefits as expected of a large organisation
- Normal working hours will be an average of 44 hours per week including Saturdays, which will be part of the normal working week.